

LEGISLATIVE COUNCIL POSITION DESCRIPTION

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT.

POSITION: Help Desk Technician and Business Support Analyst

AGENCY: Legislative Service Bureau

DIVISION: Information Services

SALARY SCHEDULE RANGE: G

STATUS: Full-time

GENERAL DESCRIPTION OF POSITION:

This employee is the central point of contact for Legislative Service Bureau (LSB) employees to report computer-related issues/service requests and for all Michigan Legislature employees to report telephone system issues/service requests. The position tracks all issues related to computer hardware, peripherals, and software for LSB staff and the necessary escalation of tickets to support staff. This position creates, schedules, and monitors all telecom add/move/change tickets, as well as video/Polycom requests for the entire Legislature.

Additionally, this person serves as a business support analyst to assist Legislative Council agencies implement technology solutions by acting as a liaison between the end user and the programming team. The analyst coordinates the development, testing and implementation processes and facilitates project completion. Other duties include documenting processes, translating data into system requirements, and conducting quality assurance testing. Tracks and reports defects and enhancement requests, writes technical and user documentation, and develops and facilitates user education. This employee recommends business process improvements, participates in software quality assurance processes, and works on multiple, simultaneous projects. Work is performed in a team-oriented atmosphere in a moderately complex networked environment.

EXAMPLES OF WORK:

- Answers the helpdesk phone for computer and telecom related issues, logs issues, and solves or dispatches issues where appropriate.
- Communicates with the end user to determine information to facilitate a timely dispatch of software, hardware, peripheral, or telecommunication resources to resolve issue.
- Assists users and answers questions with ITD-related tasks such as printing, e-mail, password resets, operating system and special business applications, and ITD loaner resources. Provides support for Microsoft Office products.
- Tests, evaluates and make recommendations for computer software and hardware.

- Assists with developing user training procedures and manuals; creates and maintains process/system documentation.
- Monitors the Help Desk and Telecom mailboxes for service requests and system-generated announcements of possible service interruption.
- Takes requests and makes reservations for PolyCom and video conferencing equipment. Provides on-site set-up assistance for equipment as needed.
- Serve as the liaison between the LSB Information Services Division and the customer/user concerning technology requests, standards, expectations, and other matters related to a software development project.
- Gathers detailed requirements and translates business needs for the developer. Offers input and constructive feedback to software developers with application interface design.
- Identifies and adapts quality assurance methods and deliverables appropriate to scale of project, user needs, project manager direction, and developer requests.
- Monitors and maintains the project communication plan and process. Provides proactive communication with users, developers, and management on the status of enhancement requests, testing, change requests and related impacts, bug tracking, and resolution for prototypes and production systems. Suggests options to meet business needs and provides frequent status updates.
- Creates and executes test plans, manages test environment data, facilitates user testing, and records regression test scripts.
- Works independently on multiple long-term projects demonstrating support for change and long-term enterprise objectives.
- Creates, schedules, and monitors all telecom add/move/change tickets and provides secondary assistance for telecom activities.
- Participates in late session support and provides backup support for division purchasing activities as needed.
- Keeps abreast of emerging technologies.
- Ability to handle sensitive data and maintain confidentiality.
- Ability to maintain favorable public relations.
- Performs other duties as assigned.

MISSION STATEMENT PRINCIPLES AND GOALS:

- Displays a team-oriented attitude toward co-workers and Legislative Council staff.

- Provides high-quality services and products to members of the Legislature and other customers.
- Acts in a professional manner.
- Takes initiative in improving one's knowledge, skills, and judgments so as to better serve the Legislature.

KNOWLEDGE, SKILLS, AND ABILITIES THE EMPLOYEE SHOULD EXHIBIT IN THE POSITION:

- Knowledge of IT concepts and basic operating principles of data communications and information systems hardware and software.
- Advanced skill level in Microsoft Office Professional.
- Excellent interpersonal and communication skills, with ability to build consensus, facilitate working sessions, and negotiate solutions and alternatives to maintain a positive professional work environment.
- Excellent organizational skills, with ability to research, analyze, and document complex business processes and data.
- Knowledge of internet/extranet/intranets and networked environments.
- Ability to apply technical knowledge and exercise sound decision-making skills to provide problem-solving assistance and recommend solutions.
- Ability to apply technical knowledge and resourcefulness to articulate questions, expose assumptions, and suggest improvements.
- Strong initiative and self-starter to work on multiple projects with limited management oversight and constantly changing priorities.
- Ability to maintain detailed records and documentation.
- Ability to learn and utilize internal software programs and operating systems and recommend technology solutions as needed.
- Knowledge of telephony concepts as well as a basic understanding of telephony hardware and software principles.
- Ability to deal effectively with multiple problems and assignments.
- Ability to communicate clearly and effectively to both technical and non-technical people.
- Strong commitment to customer service.

- Ability to be a supportive, effective, and proactive team member.
- Ability to quickly assimilate oral and written data, analyze facts and draw logical conclusions.

MINIMUM QUALIFICATIONS FOR THE POSITION:

- Associate degree in Computer Information Systems, Business, or related field required.
- Knowledge of internet/extranet/intranets and networked environments required.
- Advanced skill level in Microsoft Office Professional required.
- Two years' experience in customer service, computer support or equivalent required.
- Excellent interpersonal skills, with strong writing and verbal communication.
- Previous Windows/Computer experience and troubleshooting preferred. Macintosh experience helpful.
- Knowledge of Agile Development Life Cycle preferred.
- Knowledge of telephony systems desired.
- Equivalent combination of education and experience acceptable.

NECESSARY SPECIAL REQUIREMENTS:

- Must be able and willing to work non-standard work shifts and overtime as required, including weekends, evenings, and holidays.
- Must be able to lift computer equipment and peripherals.